

Fiscal Year 2016
Annual Report of the
Federal Library and Information Network
FEDLINK

Meg Tulloch, Executive Director

Executive Summary

During fiscal year 2016, the Federal Library Information Network (FEDLINK) continued its mission to achieve better utilization of federal library and information resources; provide the most cost effective and efficient administrative mechanism for providing necessary services and materials to federal libraries and information centers; and serve as a forum for discussion of federal library and information policies, programs and procedures, to help inform Congress, federal agencies and others concerned with libraries and information centers.

FEDLINK's Advisory Board (FAB) focused its bimonthly meetings on a variety of broad federal information issues including FEDLINK's status as the commodity manager of Information Retrieval for the Federal Strategic Sourcing Initiative (FSSI), the Library of the United States Project (LOTUS), interlibrary loan groups among federal libraries, new technologies for federal librarians, FEDLINK's research agenda, and the Federal Library Census.

The governing body structure of FEDLINK includes a number of committees, working groups and ad hoc committees that all completed an ambitious agenda in fiscal 2016. Notably, the American Indian Library Initiative cosponsored a Native American Heritage Month Program "Connecting American Indian and Federal Libraries" that featured a Native American research and resource organizations and nearly 20 presenters from the tribal, federal, and scholarly communities, the Education Working Group featured agency options for internship programs and developed a federal library mentoring project, and the FEDGrey Working Group hosted a summer institute on grey literature and its inclusions in public and targeted wikis.

The Awards Committee announced the following awards: 2015 Federal Library/Information Center of the Year in the Large Library/Information Center Category (with a staff of 11 or more employees): The National Library of Education, Washington, D.C.; in the Small Library/Information Center Category (with a staff of 10 or fewer employees): Knowledge Information Service (KIS) of the New England Veterans Integrated Service Network 1 (VISN1), Manchester, New Hampshire; and the 2015 Federal Library Technician of the Year Paul Darr, Library Technician, Defense Language Institute English Language Center (DLIELC), Joint Base San Antonio Lackland, Texas.

In fiscal year 2015, FEDLINK continued its publication program as a digital communication provider and used the FEDLIB listserv to communicate critical advocacy and program information to more than 2,000 electronic subscribers. New resources for fiscal year 2016 include revisions to assisted acquisitions instructions, adding award-winning exemplars to the Website, and a new product-line-centered branding of FEDLINK's products and services.

FEDLINK continued to enhance its fiscal operations while providing its members with \$70.7 million in Transfer Pay services, \$5.4 million in Direct Pay services, and an estimated \$98.5 million in the Direct Express services, saving federal agencies around \$33.7 million in vendor volume discounts and approximately \$50 million more in cost avoidance.

FEDLINK staff highlighted services at national conferences such as the American Library Association (ALA), Computers in Libraries, National Contracts Management Association World Congress, and the Government Contracts Management Symposium. FEDLINK staff highlighted

services at national conferences such as the Military Librarians Workshop (MLW), Special Libraries Association (SLA), American Library Association (ALA), Computers in Libraries, National Contracts Management Association (NCMA) World Congress, and the NCMA Government Contracts Management Symposium. Staff also represented FEDLINK at regional events such as the House of Representatives Subscription Fair. They also assisted the ALA Federal and Armed Forces Librarians Round Table (FAFLRT) track activities affecting federal libraries and host programs at the annual conference on working in a federal library and best practices for library internships. Staff members also participated in additional national conferences, workshops, and meetings, including CENDI, and Computers in Libraries.

In fiscal year 2016, FEDLINK continued to provide federal agencies cost-effective access to an array of automated information resources for online research and support for federal library functions. FEDLINK members procured an array of publications in various formats: print and electronic journals, print and electronic books, sound recordings, audio-visual materials, items via document delivery and interlibrary loan, and access to databases of full text, indices, abstracts, and a variety of other data. Federal libraries obtained support for many functions such as acquisitions, cataloging and related technical processing services, staffing support, information management, resource sharing, information industry market research and library services benchmarking, integrated library systems, digitization, digital archiving, preservation and conservation services via Library of Congress/FEDLINK contracts with more than 70 vendors.

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Special presentations at the meetings included a variety of presentations on the American Library Association (ALA) national policy advocacy for libraries, the Federal Research Division's analysis of public data that revealed federal agencies spent \$12.5 billion on databases, publications, and other "information products and services" from fiscal year (FY) 1979 through the second quarter of FY 2015 and a Preservation Division demonstration of Creating Profile-based Output for Still Images as part of the Reformatting Projects Section Still Image Presentation Working Group.

FEDLINK held two expositions in fiscal year 2016. The 2015 Fall Expo featured "Forward at 50: Blazing the Information Highway." As part of the Federal Library and Information Network (FEDLINK) 50th Anniversary, the Fall Expo featured a presentation from the World Futurists Society on the future for federal libraries and federal librarians as both society and technology continue to reshape both knowledge management and knowledge seeking. A special anniversary celebration featured previous FEDLINK Executive Directors who gave their perspectives on the history of the organization.

In the spring of 2016, the FEDLINK Expo, “Transforming Federal Libraries” explored all libraries, in all sectors, are transforming to direct the discovery, innovation, and methods for today’s channels of information. From the structure of the library and the tools of the trade, to the new visions of the field and the profession are emerging in library programs large and small.

The Strategic Sourcing Initiative continued throughout the fiscal year with research reports on federal spending on information and efforts with OMB and GSA to develop further strategic sourcing of information resources for federal agencies.

FEDLINK Working Group Highlights

American Indian Libraries Initiative (AILI) Working Group

Now in its third year, AILI focused on joining broader American Indian library and museum efforts, built collaborations both inside and outside of the federal government, made resources more available to tribal libraries and universities. In addition to presentations at national and international conferences, the working group's signature event, cosponsored with several offices within the Library of Congress, was "Connecting American Indian and Federal Libraries" that featured a Native American research and resource organizations and nearly 20 presenters from the tribal, federal, and scholarly communities.

FEDLINK Awards Working Group

To honor the many innovative ways federal libraries, librarians, and library technicians fulfill the information demands of government, business, research, scholarly communities and the American public, the Awards Committee administered a series of national awards for federal librarianship.

The award winners for the fiscal year 2015 Award, awarded in fiscal year 2016, are

2015 Federal Library/Information Center of the Year

Large Library/Information Center (with a staff of 11 or more federal and/or contract employees): The National Library of Education, Washington, D.C., is recognized for its leadership role in delivering customer-oriented solutions to information challenges, innovative outreach, bibliometrics, and service as a curator of information and historical materials. Library staff developed 52 web portals (one for each state, plus the District of Columbia and Puerto Rico) with more than 2,000 vetted links to state and federal sites combined with RSS newsfeeds and dynamic literature searches. In collaboration with the National Center for Education Statistics, the library also employed new bibliometric tools to capture 3,568 unique citations of department data in scholarly psychology, medical and educational literature. Customer outreach efforts resulted in significant increases in requests from the agency and from the public over the prior fiscal year. The library also created a shared services model by collaborating with the Research Office of the National Endowment for the Arts to create a virtual library for the endowment.

Small Library/Information Center (with a staff of 10 or fewer federal and/or contract employees): Knowledge Information Service (KIS) of the New England Veterans Integrated Service Network 1 (VISN1), Manchester, New Hampshire, is recognized for creating a successful 21st century

library model to deliver VISN-wide information at the point of need in support of veterans' care, clinical research and training. KIS minimized aggregate costs (saving more than \$685,000) while expanding access to library resources via its online Knowledge Library, available both onsite and offsite in the six New England states. Implementing a consolidated administrative model, KIS enabled medical and clinical librarians to delve deeper into the challenging, changing needs of clinical staff to support 13,500 healthcare workers serving 260,000 veterans. The nine KIS staff offered clinical rounding with residents, updated systematic reviews, participated in 30 hospital committees, and held six information resource fairs attended by more than 300 Veterans Administration healthcare providers.

2015 Federal Library Technician of the Year

Paul Darr, Library Technician, Defense Language Institute English Language Center (DLIELC), Joint Base San Antonio Lackland, Texas, is recognized for his outstanding level of service to more than 3,200 students and faculty. His efforts have contributed to the library's book circulation rollover of 2.9 percent per year, and he has streamlined circulation procedures to enhance timely customer service. Darr's contributions in the information technology arena include expert troubleshooting of automated library systems, streamlining efforts to develop websites, and supporting a variety of desktop, peripheral, and handheld devices. Through his efforts, 10 online catalog stations remained operational during times of peak usage. He has been invaluable in providing new and additional resources for the center's unique customer base and his easygoing manner puts students at ease when struggling to communicate in a new language they are learning.

FEDLINK Education Working Group

During fiscal year 2016, the FEDLINK Education Working Group, in concert with other FEDLINK working groups, sponsored 22 seminars, workshops, and brokered conferences for more than 1500 members of the federal library and information center community. The working group also sponsored sessions at both FEDLINK Expositions on current copyright challenges and open source resource. The working group also sponsored a series of orientations to libraries and information centers to provide the opportunity for federal librarians to become acquainted with a variety of institutions and collections in the Washington, DC, area: National Institute of Standards and Technology (NIST) Research Library, The Commerce Research Library, The National Museum of the American Indian's Vine Deloria, Jr. Library, The National Library of Medicine, and Department of the Treasury Library.

FEDLINK FedGrey Working Group

The FedGrey Working Group sponsored "Wikipedia for Grey Resources: Instruction and Training Skills" summer workshop with GreyNet International together with the African Studies Centre Leiden (Netherlands). Librarians, archivists, researchers, and other information professionals in government, academics, and business attended the hands-on session to use these virtual tools to raise public awareness to their information resources.

FEDLINK Information Technology Working Group

The FEDLINK Technology working group worked with staff from the Universities of Chicago and the Pennsylvania on a National Science Foundation SciSIP program, the International Symposium on Science of Science, a multi-channel communication platform that brought

together both “producers” and “consumers” of the science of science research to discuss the impact of the increasing availability of large-scale datasets that capture major activities in science and how to explore the patterns of scientific production and reward with mathematical and computational models. The working group also sponsored the “Teach Me Technology” series that grew out of a very success one-day event and by the end of the fiscal year had offered follow on sessions that featured presentations on best practices for online tutorials and usage report data mining. An FEDLINK Expo breakout session also featured programs from the working group: “Information Technology: Roads Traveled to Share Information,” a discussion of reference and knowledge management at the Executive Office of the President Library.

FEDLINK Library Technicians Working Group

The working group offered its signature program for library technicians: The Federal Library Technicians Institute -- Value Added: Essentials for Growth. Offered every other year, the five-day training institute focused on the dynamic skills technician’s need to support the mission and operations of their federal library or information center. The working group also hosted breakout sessions at both FEDLINK Expos. For the fall expo, the group sponsored a session the challenges facing international interlibrary loan and document delivery, and the topic at the spring expo was career development.

Office of the Executive Director

The FEDLINK Executive Director pursued collaborations of value to the federal information community by offering expanded services, representing federal libraries throughout the federal government and to the public, and pursuing valuable business partnerships of value to agencies and taxpayers.

The Executive Director and other FEDLINK staff met with LYRASIS, GreyNet, and Amigos to discuss broad professional development opportunities for the FEDLINK membership. Additionally, the Executive Director spoke with members of the Association of Specialized & Cooperative Library Agencies, and International Coalition of Library Consortia to share best practices with peers.

The Executive Director collaborated with the American Library Association (ALA) on “A National Policy Agenda for Libraries: The Policy Revolution! Initiative” to represent federal libraries in the national policy. She spoke at the ALA Midwinter National Policy Agenda Meeting, wrote about federal libraries for ALA, and attended additional ALA meetings on the subject. FEDLINK worked with the Special Library Association (SLA) to offer the FEDLINK membership discounted pricing to attend the SLA annual training conference. She also spoke at the conference on “Overcoming the Skills Gap,” focusing on library personnel for the 21st century.

FEDLINK coordinated its business activities with organizations that enhance business practices such as Office of Federal Procurement Policy and the Government Services Administration (GSA) and the National Contract Management Association. The Executive Director worked closely with GSA on their new category management initiatives.

FEDLINK Publications and Education Office

In fiscal year 2016, FEDLINK continued its publication program as a digital communication provider and used the FEDLIB listserv to communicate critical advocacy and program information to more than 2,000 electronic subscribers.

FEDLINK continued to develop targeted resources to support the FEDLINK program, including strategic sourcing communications, business and marketing plans, draft promotional materials for NIO/NE, development of supporting materials for both exposition programs and working group events. FEDLINK produced the minutes of the FEDLINK Advisory Board meetings, and all FEDLINK program promotional and support materials.

During Fiscal Year 2016, FEDLINK also began development of its customer experience initiative. This program already offered several customer briefings, issued new member and vendor instructions, and created an infrastructure to improve customer service and customer education.

FEDLINK staff members continued to convert all publications, announcements, alerts, member materials, meeting minutes, and working group resources into accessible PDF formats and created new graphics for exhibits. Staff members worked on quality assurance efforts with Library Services and the Office of Strategic Initiatives, enhanced, and expanded the site via an inter-unit Web team of content, design, editorial and technical personnel. FEDLINK staff members also supported photographic coverage of all FEDLINK programs and offsite tours.

FEDLINK supported distance-learning offerings by using Web conferencing software for a number of its free events and routinely incorporated electronic versions of PowerPoint and other presentation materials to enhance access to the resources available at educational programs.

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FEDLINK Network Operations

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FEDLINK worked with CENDI, an interagency working group of senior scientific and technical information (STI) managers from 14 U.S. federal agencies representing 97 percent of the federal research and development budget, to develop a new contract to support their interagency projects and events including support of the Science.gov website.

FEDLINK continued work with the Office of Management and Budget (OMB) and the General Services Administration (GSA) to develop further strategic sourcing of information resources for federal agencies. FEDLINK representatives also attended regular meetings of OMB's Category Management Leadership Council (formerly Strategic Sourcing Leadership Council) and worked with OMB and GSA to develop processes for procurement-related data gathering and analysis.

FEDLINK provided consultation and assistance to several federal libraries. FEDLINK worked with the National Oceanic and Atmospheric Administration (NOAA) Library Advisory Committee and Librarians to facilitate the discussion and interaction between the NOAA Field Libraries and the NOAA Central Library to explore alternatives to library consolidation and to develop a set of recommendations on "best practices." The Director of the US Geological Survey (USGS) Library program contacted also contacted by to assist them with their Library benchmarking and assessment efforts.

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FEDLINK Fees

The final budget for Fiscal Year 2016 held membership fees steady for transfer pay customers to 6 percent on amounts exceeding \$100,000; 6.75 percent below \$100,000 and 4 percent on amounts equal to or exceed \$1,000,000. Direct pay fees remained at Fiscal Year 2009 levels, as did Direct Express fees of 0.75 percent for all participating commercial online information services vendors.

Accounts Receivable and Member Services

FEDLINK processed registrations from federal libraries, information centers, and other federal offices for a total of 313 signed IAAs and more than 1,344 IAA amendments for agencies that

added, adjusted, or ended service funding. FEDLINK executed service requests by generating 5,416 delivery orders that LC/Contracts and Grants issued to vendors.

Transfer Pay Accounts Payable Services

Staff members efficiently processed vendor invoices and earned approximately \$8,224 in discounts in excess of interest payment penalties levied for the late payment of invoices to FEDLINK vendors. FEDLINK continued to maintain open accounts for five prior years to pay invoices for members. FEDLINK completed the closing of the fiscal year 2010 and 2011. FEDLINK issues statements to members for the current year and prior years.

Direct Express Services

The FEDLINK Direct Express Program now includes 96 vendors offering database retrieval services. The program is set up to provide customers procurement and payment options similar to GSA in which the vendors pay a quarterly service fee to FEDLINK based on customer billings for usage.

Budget, Revenue and Risks Reserves

In fiscal year 2016, FEDLINK Fee Revenue from signed IAAs was approximately \$374,000 lower than fiscal year 2015. The expenditures for fiscal year 2016 were approximately \$306,000 higher than fiscal year 2015 due to new workflow process and additional projects. FEDLINK's Reserve requirement for fiscal year 2016 continues to be solvent. The program hold reserves for: 1) mandatory requirements for shutdown and bankruptcy risks; 2) continuity of operations requirements for mission essential systems; and 3) compliance risk mitigation initiatives.